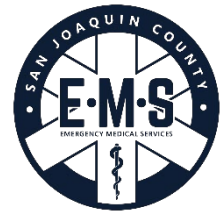




A DIVISION OF
HEALTH CARE SERVICES
AGENCY

San Joaquin County Emergency Medical Services Agency



Memorandum

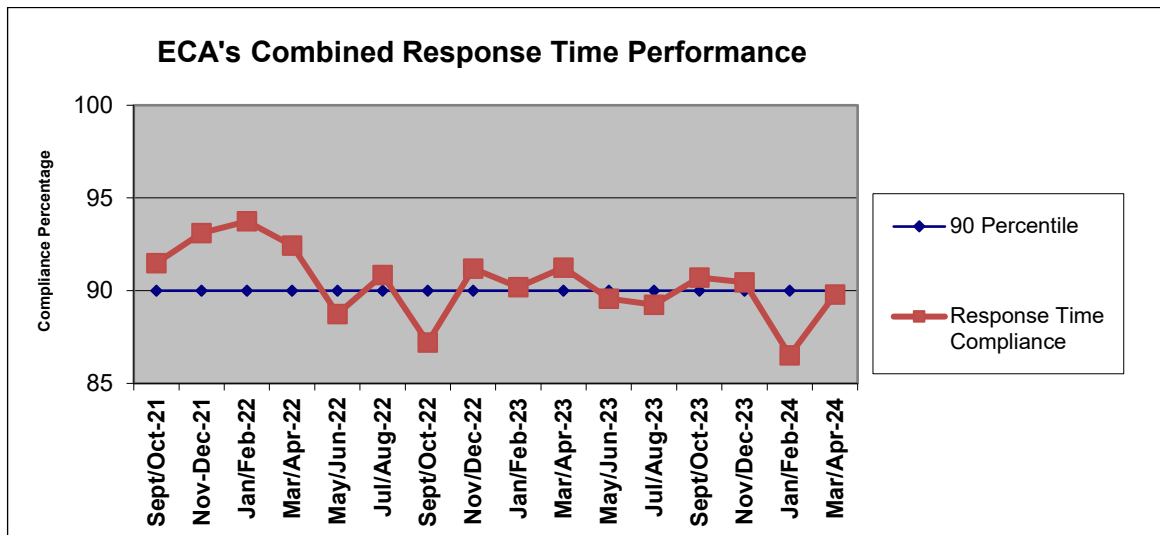
TO: All Interested Parties

FROM: Natisha Plummer, MAcc, EMS Analyst

DATE: May 15, 2024

SUBJECT: Escalon Community Ambulance Exclusive Operating Area Ambulance Compliance Report

This EMS Agency Report on the Exclusive Operating Area Zone F and the contract compliance for the Emergency Ambulance Provider Escalon Community Ambulance (ECA) for the months of March and April 2024, provides an in-depth review of ECA's performance. The County's contract with ECA establishes accountability for meeting specific standards and provides the EMS Agency with complete access to data and information on ECA's operational, clinical, and administrative performance. Performance data in the table below are the result of combining two months to ensure that a minimum of 100 responses are measured for statistical relevance.



As shown in the graph above, ECA's combined two-month percentile of 89.80% did not meet the 90th percentile standard set by San Joaquin County, with 108 responses. The complete compliance report for March and April 2024 may be viewed or downloaded from the EMS Agency's website: www.sjgov.org/departments/ems

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Escalon Community Ambulance

Fines and Penalties Report		
Type of Penalty	Mar 2024	Apr 2024
Late response minutes	\$120	\$220
Failure to provide data	N/A	N/A
Preventable mechanical failure	N/A	N/A
Failure to meet staffing and clinical standards	N/A	N/A
Failure to Respond	N/A	N/A
Failure to submit documentation at hospital	N/A	N/A
Other minor breach	N/A	N/A
Totals	\$120	\$220

Exclusive Emergency Ambulance Provider
 Contract Compliance
 Escalon Community Ambulance

Response Time Analysis By Population

Population Density & Response Time Standard	Mar 2024			Apr 2024		
	Number of Responses	Non-Compliant Responses	Percent Compliant	Number of Responses	Non-Compliant Responses	Percent Compliant
Urban 8:00	37	5	86.49%	33	6	81.82%
Suburban 20:00	11	0	100.00%	16	0	100.00%
Rural 20:00	7	0	100.00%	4	0	100.00%
Total	55	5	90.91%	53	6	88.68%

Detailed Response Time Analysis

Mar 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	37	12:49	05:37	02:11	08:23
SJ ZONE F SUBURBAN	11	15:27	10:07	02:26	12:39
SJ ZONE F RURAL	7	19:27	13:06	04:15	18:01
Total Responses	55				

Detailed Response Time Analysis

Apr 2024

Population Density	Responses	Response Time Interval Maximum	Response Time Interval Mean	Std Deviation	Response Time Interval 90th Percentile
SJ ZONE F URBAN	33	21:07	06:18	03:20	09:41
SJ ZONE F SUBURBAN	16	12:55	09:43	02:35	11:46
SJ ZONE F RURAL	4	17:18	13:30	02:55	16:22
Total Responses	53				

Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance

Comparison of Compliance with and without Exemptions

Population Density	Mar 2024			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE F URBAN	37	5	86.49%	37	5	86.49%
SJ ZONE F SUBURBAN	11	0	100.00%	11	0	100.00%
SJ ZONE F RURAL	7	0	100.00%	7	0	100.00%
All Zones Combined	55	5	90.91%	55	5	90.91%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Comparison of Compliance with and without Exemptions

Population Density	Apr 2024			Total Responses Adjusted	Number of Late Calls After Exemptions Approved	Compliance After Exemptions
	Total Responses	Number of Late Calls Prior to Exemptions	Compliance Prior to Exemptions			
SJ ZONE F URBAN	33	6	81.82%	33	6	81.82%
SJ ZONE F SUBURBAN	16	0	100.00%	16	0	100.00%
SJ ZONE F RURAL	4	0	100.00%	4	0	100.00%
All Zones Combined	53	6	88.68%	53	6	88.68%
* Minimum of 100 responses required for calculation. True compliance shown in rolling compliance zone tables.						

Exclusive Emergency Ambulance Provider
Contract Compliance
Escalon Community Ambulance

Zone Assist		
Population Density	Mar 2024	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	3
	Ripon	2
SJ ZONE F SUBURBAN	Manteca	1
	Ripon	3
SJ ZONE F RURAL	Manteca	1

Zone Assist		
Population Density	Apr 2024	
	Ambulance Service Provider	#
SJ ZONE F URBAN	Manteca	4
	Ripon	3
SJ ZONE F SUBURBAN	Manteca	1
SJ ZONE F RURAL	AMR San Joaquin	1
	Manteca	1

Exemption Request Reports				
Types of Exemptions	Mar 2024		Apr 2024	
	Exemptions Approved	Exemptions Denied	Exemptions Approved	Exemptions Denied

Out of County Mutual Aid			
Date	Location	Ambulance Service Provider	Dispatch Determinant

Failure to Provide Data		
Event Type	Mar 2024	Apr 2024
N/A		

Mechanical Report		
Event Type	Date	Preventable
N/A		

Community Service Report		
Event Type		
See Appendix A.		